



DEPARTMENT OF FOR-HIRE VEHICLES FY 2024 PERFORMANCE PLAN

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1 DEPARTMENT OF FOR-HIRE VEHICLES

Mission: The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the residents and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

Services: The Department of For-Hire Vehicles provides licensing, adjudication, enforcement, and Lost and Found services for drivers, taxicab companies/associations, limousine operators, and DC residents and visitors who use public and private vehicle-for-hire in District of Columbia.

The Department of For-Hire Vehicles is aligned with the mission to regulate the vehicle-for-hire industry to allow residents and visitors of the District of Columbia to have safe, affordable, and accessible transportation. Agency duties include regulating taxis, limousines, private vehicle operators, digital dispatch services, and Payment Service Providers; and managing the relationships with equipment manufacturers and insurance companies. The agency also provides transportation for special populations, including older adults, people with disabilities, veterans, school children, and others through its transportation programs. The For-Hire Vehicle Advisory Council advises the agency on the industry.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Ensure passengers have safe and excellent riding experiences.

Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Ensure passengers have safe and excellent riding experiences.		
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry		
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	Outreach/Marketing	Key Project
Create and maintain a highly efficient, transparent, and responsive District government.		
Driver/Company Service/Account Management	Driver/Company Service/Account Management	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Ensure passengers have safe and excellent riding experiences.					
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	98%	98%
Percent of infractions that result in warnings issued by Vehicle Inspections Officers	Up is Better	40.7%	53.9%	35%	35%
Met Passenger Demand Rate - DC Neighborhood Connect	Up is Better	New in 2022	87.3%	90%	85%
Average Rider Experience Rating (1-5) - DC Neighborhood Connect	Up is Better	New in 2022	4.7	4.5	4.5
Percent of Promise Rides Under 20 Minute Wait Time	Up is Better	New in 2022	86.3%	85%	85%
Percent of Trips Without Incident (SchoolConnect)	Up is Better	New in 2022	100%	95%	95%
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry					
Percent of licenses processed on-time within 10 calendar days	Up is Better	100%	100%	98%	98%
Percent of transactions completed online	Up is Better	100%	91%	60%	75%
Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)	Up is Better	Not Available	98.9%	90%	90%

Workload Measures

Measure	FY 2021	FY 2022
Complaints/Hearings and Conflict Resolution		
Number of public service announcements	65	46
Number of public complaints resolved	177	176
Field Enforcement/Company Audits		
Number of audits conducted	0	0
Number of safety and compliance inspections conducted	6210	11,788
Outreach/Marketing		
Number of people engaging in community outreach events	7905	4,363
Transportation Pilots and Programs/Technology Innovations		
Number of rides provided by DFHV transportation pilots and programs	222,165	194,703
Active Student Count (SchoolConnect)	Not Available	182
Total Number of Transported Students (SchoolConnect)	Not Available	27,063
Total Number of Completed Promise Rides	Not Available	6,160
Total Number of Completed Rides - DC Neighborhood Connect	Not Available	84,592
Driver/Company Service/Customer Service/Account Management		
Number of company applications processed (taxicab/limo companies and other businesses)	108	985
Number of driver applications processed	1413	2,092
Number of lost-and-found items returned to passengers	0	11